

STOCKPORT COUNCIL

REPORT TO CABINET- SUMMARY SHEET

Subject: Annual Complaints Report 2023/24

Report to Cabinet

Date: 5th Nov 2024

Report of: (a) Cabinet Member for Finance and Resources

Key Decision: (b) No

Forward Plan General Exception Special Urgency (Mark with a Y if applicable)

Summary:

The purpose of this report is to provide an overview of complaints handled by the council and give examples of lessons learnt from complaints during 2023 -24. This report includes complaints received by the local authority that are managed by service managers across the council and the Complaints Team

Comments/Views of the Cabinet Member: (c)

A significant amount work continues to go towards improving complaints processes and information over the last year which includes a stronger working relationship with services with an increased focus on learning to ensure lessons learnt are embedded in their culture and values as part of this process. The focus remains on early resolution and getting to the root cause of the issues raised by residents. The robust data in this report illustrates the strides that have been made in monitoring, managing and applying complaints processes in a way that gives CLT and members useful insights into resident experience and into opportunities to improve.

Recommendation(s) of Cabinet Member: (d)

The Cabinet is recommended to:

- (1) Note the information contained in the Annual Complaints Report
- (2) Note the positive progress being taken to improve complaints handling across the council

Relevant Scrutiny Committee (if decision called in): (e)

Corporate, Resource Management & Governance

Background Papers (if report for publication): (f)

Contact person for accessing background papers and discussing the report

Officer: Claire Grindlay
Tel:07866 999688

'Urgent Business': (g)

No

Certification (if applicable)

This report should be considered as 'urgent business' and the decision exempted from 'call-in' for the following reason(s):

The written consent of Councillor _____ and the Chief Executive/Monitoring Officer/ Borough Treasurer for the decision to be treated as 'urgent business' was obtained on /will be obtained before the decision is implemented.
